



Home Energy Rating System Program Quality Assurance Issues Staff Workshop

Rachel MacDonald
Tav Commins
Standards Implementation Office
Efficiency Division

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Purpose of the Workshop

- Review procedural process, timeline, and activities.
- Discuss Home Energy Rating System (HERS) quality assurance (QA) issues
 - *Scope of Workshop is Field Verification and Diagnostic Testing only.*
- Explore and develop recommendations for draft regulatory language.



Agenda Overview

- Housekeeping
 - Breaks and lunch
 - Webex recording and transcripts
- Procedural process
- Topics of discussion:
 - Provider QA rates
 - Provider QA uniformity
 - Provider disciplinary process
 - Increasing QA compliance
- Next steps and closing comments



The HERS OII

- The Energy Commission is conducting an Order Instituting Informational (OII) proceeding to allow the public to participate in what is known as the “pre-rulemaking” process.
- During the OII, staff will collect information necessary to identify potential procedures and other actions that could lead to improvement or change of the HERS regulations.



The HERS OII

- All activities within the OII will be part of the public record. This includes:
 - Meetings & notices
 - Comments
 - Memos & documents developed

The OII will help prepare for a formal Order Instituting Rulemaking (OIR).





The Rulemaking Process

The OIR is designed to provide the public with a meaningful opportunity to participate in the adoption of regulations.

Staff expects to begin the OIR December 2015/January 2016.

The OIR will:

- Be concluded within 12 months
- Be fully transparent and open to public participation including:
 - Public workshops
 - Comment periods
 - Creating a record for public and judicial review



Public Comment and Stakeholder Interaction

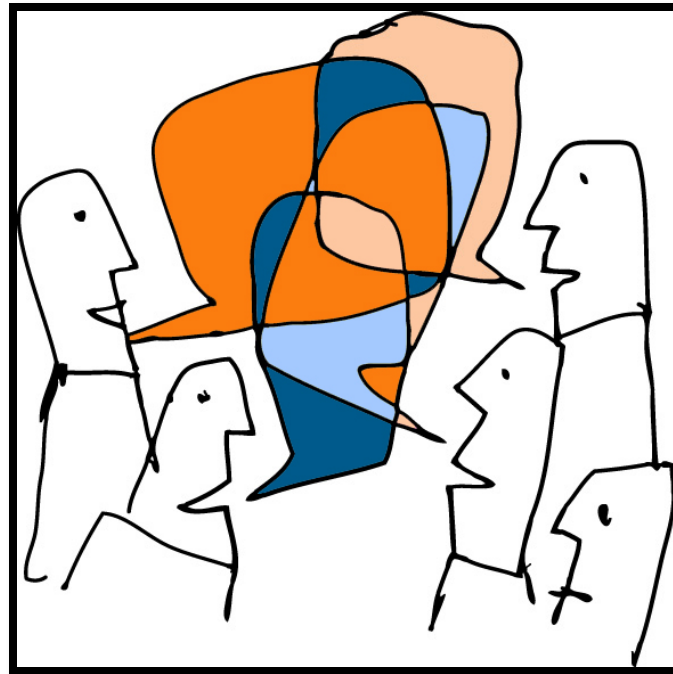
Note to commenting participants:

- Please keep your comments succinct and subject specific.
- Please submit your comments in writing too!
- Please be respectful of staff and fellow participants.





Discussion Topic 1: Provider QA Rate





Provider QA Rate: QA of untested sampling group

Section 1673(i)(4)(A): This Section requires the Provider to randomly conduct QA on an additional 1% of installations passed as part of a sampling group. These installations have not been field verified by a Rater.

Stakeholders agree there is lack of contractor/installer accountability:

- Discuss pros and cons of modifying or deleting this requirement.



Provider QA Rate: Adjusting annual QA rate based on volume

Section 1673 (i)(3)(A): For each Rater, the Provider shall annually evaluate the greater of one rating, randomly selected or 1% of the Rater's past 12 month's total number of ratings (rounded up to the nearest whole number) for each measure tested.

- Discuss deleting Provider requirement to randomly QA 1% of their entire pool of ratings.
- Discuss allowing low-volume Raters to perform a few ratings over a stated period before the Provider is required to perform QA:
 - How many is a few?



Provider QA Rate: Adjusting QA rate by measure

Some measures are more difficult for contractors and HERS Raters to pass. For example, QII and fan watt efficacy have higher failure rates.

- Consider requiring different rates of QA for different measures:
 - Discuss the different measures/rate.



Provider QA Rate: Performance based QA

Stakeholders have suggested that Raters who have consistently proven their proficiency be rewarded with lower QA rates.

- Consider lowering the rates:
 - What might the rate be lowered to?
- Explore progressive QA rates.
- How do we define a 'proficient' Rater?



Provider QA Rate: QA resulting from unusual testing patterns

Stakeholders have indicated a need to address unusual testing patterns. For example, a Rater passing too many jobs in a week may indicate a lack of thoroughness.

- What defines 'unusual'?
- What unusual testing patterns should be reviewed?



Provider QA Rate: QA verification using pictures

Currently, Providers may recommend that their Raters take pictures to document the job.

- Discuss requiring Raters to upload pictures that are GPS encoded for site verification:
 - What types of pictures might be required for each measure?



Provider QA Rate: Remote QA verification using technology

Stakeholders have suggested that Providers require Raters to use approved technologies, which would ensure work was completed properly. For example the use of Energy Commission approved application software or “App.”

- Explore lowering QA rates for measures that could be verified using approved technologies.



Provider QA Rate: QA of TPQCP

Stakeholders have suggested lowering the QA rate for Third-Party Quality Control Program (TPQCP) if it can be shown that the TPQCP has a lower incidence of failure.

- Discuss the pros and cons of lowering QA for TPQCP:
 - What might the lower QA rate be?



Discussion Topic 2: Provider QA Uniformity





Provider QA Uniformity: Developing QA Checklists

Stakeholders agree that Provider QA should be more uniform. Checklists would aid in uniformity.

- Each measure would have a checklist for the QA process that identifies the steps to follow, the information required, and what would be considered a failure and/or discrepancy:
 - Discuss the content of a QA **field** checklist.
 - Discuss the content of a QA **form** checklist.
- Discuss having open working group to develop field and forms checklists.



Provider Uniformity: Considering new QA methods

Currently, regulations limit how a Provider may incorporate and/or propose new methods to complete QA.

- Explore allowing Providers the ability to submit innovative methods to conduct QA. These would be approved by the Energy Commission.
 - For example, allowing a blower door and thermal camera for verifying some parts of QII.



Discussion Topic 3: Provider Disciplinary Process





Provider Disciplinary Process: Additional QA per failed measure

Stakeholders have suggested updating the regulations relating to Rater disciplinary action specific to QA.

- Explore developing uniform processes for failures and discrepancies.
- Explore requiring additional QA specific to the failed measure:
 - What should the requirements be?

Note: The QA Field and Form checklists would indicate what items are considered failures and/or discrepancies.



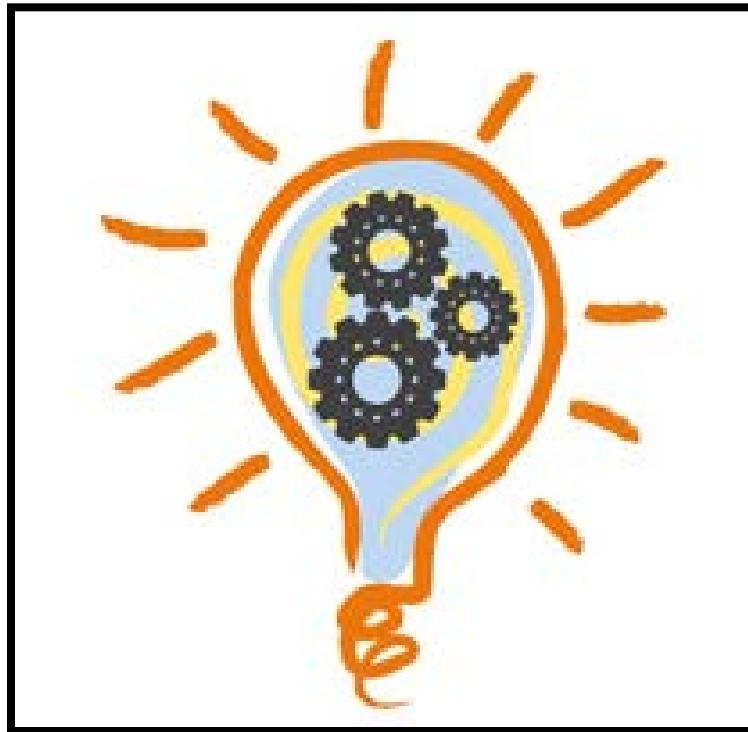
Provider Disciplinary Process: Rater decertification

Stakeholders have suggested a uniform process for Rater decertification.

- Explore identifying actions that would lead to decertification as a result of QA:
 - What might these actions be?
 - Would certain actions result in automatic decertification?
 - What might a uniform decertification process entail? i.e. steps, documentation, etc.



Discussion Topic 4: Increasing QA Compliance





Increasing QA Compliance: Soliciting stakeholder input

Discuss stakeholder ideas for increasing QA Compliance.

- Explore new ideas for new Rater sampling methods.
- Explore additional ideas to improve HERS QA?



Next Steps for stakeholders

- **Comments are due August 10, 2015.**
 - Contact staff if you have questions. We are here to help you!
- Anticipated timing of activities.
- All future activities, including workshops and webinars, will be noticed through the **Building Standards Listserv**.
- Be sure to subscribe to the **Building Standards Listserv** for the latest announcements and activities.





Where to send comments

- Please keep comments within scope:
 - Issues relating to QA
- Please include “12-HERS-1 and include HERS OI” Send via:
 - Email docket@energy.ca.gov
 - Paper copy

Energy Commission
Dockets Office, MS-4
RE: Docket No. 12-HERS-1
1516 Ninth Street
Sacramento, CA 95814-5512





A comment about comments

Helpful Hints for submitting comments:

- **Who:** Who does this impact? *Rater, provider, the homeowner?*
- **What:** What exactly do you want to change? *Be specific please.*
- **When:** When should these changes occur (timing)?
- **Where:** Are these statewide or regional? *Specify if applicable.*
- **Why:** Why should the regulation be changed? *Reasoning, examples.*
- **How:** How do we implement the changes? How might the changes look? *Feel free to include proposed language.*





Staff Contact Information:

Lea Haro (916) 654-4641

Lea.Haro@energy.ca.gov

Tav Commins (916) 653-1598

Tav.Commins@energy.ca.gov

Courtney Ward (916) 654-4976

Courtney.Ward@energy.ca.gov



Helpful Links

- **2008 Regulations:**
<http://www.energy.ca.gov/HERS/documents/regulations.html>
- **Notices, Orders, and Documents for OII:**
<http://www.energy.ca.gov/HERS/12-HERS-01/documents/>
- **Proceeding to Improve the HERS Program Link:**
<http://www.energy.ca.gov/HERS/12-HERS-01/>
- **Subscribe to the Energy Commission Listserv to receive HERS announcements:** <http://www.energy.ca.gov/listservers/> select “Building Standards” Building Energy Efficiency Standards. *Note: You will receive an email back within 24 hours and you must confirm by clicking on the link within, or you will not be subscribed.*